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IMPORTANT FACT SHEET
INCLUDING TERMS AND CONDITIONS

Thank you for choosing Sibuya Game Reserve and Tented Camps ["Sibuya"]. The following information package is intended to give you the necessary information to maximise your Sibuya experience and we earnestly request that you take the time to read it through.

ACTIVITIES

- 🌿 Sibuya offers a number of activities and services
- 🌿 Standard activities included in the daily tariff consist of scheduled boat transfers to and from reception, twice daily game and bird-watching drives in an open 4x4 vehicle, daily boat cruises, canoeing, fishing and swimming
- 🌿 Optional activities that may attract a nominal charge include massages, water-sports, horse-riding on the nearby beaches, sea-side picnics and other excursions to the beach. The unpredictability of coastal weather means that some of these activities cannot be booked in advance, but need to be arranged by Sibuya's guides once in camp

AIRPORT TRANSFERS

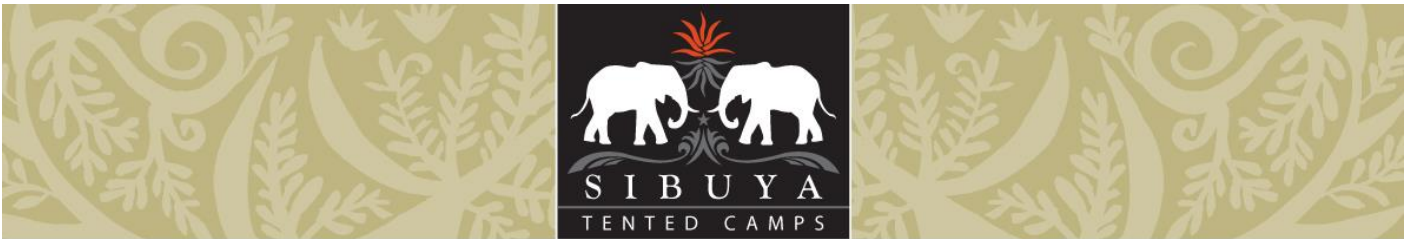
- 🌿 Airport transfers can be arranged with reservations and are handled by accredited transporters

ARRIVALS AND DEPARTURES

- 🌿 **NB: PLEASE ENSURE CHECK IN BY 11H30 – LATE ARRIVALS WILL INCUR THE COST OF A PRIVATE TRANSFER**
- 🌿 Scheduled boat transfers leave from Sibuya's reception in Kenton-on-Sea, once daily, at **12h00 (noon)**. Guests are requested to check in at reception (39 Eastbourne Road, Kenton-on-Sea) at least half an hour before the boat departure time (travel times: PE airport allow 80-100 mins – EL airport allow 120mins)
- 🌿 For departing guests, scheduled boat transfers return to reception at 11h00 daily to allow for check out and departure by 11h30
- 🌿 Boat transfers at alternative times may be arranged in advance at an additional charge

BAR

- 🌿 Sibuya supplies most drinks on a complimentary basis. This includes spring water, non-alcoholic beverages, beers, basic spirits and fine South African house wines.
- 🌿 At Sibuya we actively attempt to limit our carbon footprint. As plastic bottles from bottled water constitute one of the largest sources of pollutants in the world today, we actively discourage their use whilst resident with us. All guests are issued with a reusable "Sibuya" bottle and we ask that you support us in our quest to reduce pollution and our carbon footprint by refilling these bottles with purified spring water rather than using the disposable commercial bottles of water
- 🌿 Guests are welcome to bring their own premium wines, imported champagnes or premium spirits; alternately guests may order in advance and catering will arrange on their behalf
- 🌿 A select range of premium wines is available in both camps at nominal prices



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BEDS

- ☀ All beds are king size. Single or twin beds are available if requested prior to arrival
- ☀ For children sharing with their parents or minders, River Camp offers fold-out beds (two per tent) and Forest Camp offers camping beds

CELLPHONES

- ☀ There is intermittent signal in the camps and on the reserve. We recommend that guests switch off and enjoy the tranquillity.

CHILDREN

- ☀ Sibuya makes every effort to accommodate families with children. However, in the interests of other guests, we reserve the right to place families with young children in River Camp, which is far better suited to children than Forest Camp. Special meals for children are offered, on request, in River Camp only
- ☀ Camps are not recommended for children under 3 years, due to the raised decks and proximity to the river
- ☀ Children from 3 years up to 12 years of age may share with adults at 50 % of the adult rate, in River Camp. For guests comfort we recommended no more than 2 children per tent
- ☀ Children from 12 years and older, will be charged the full adult rate whether sharing with parents or staying in a separate tent
- ☀ Baby-sitting facilities are offered in River Camp at a nominal extra charge. We strongly recommend that parents with young children make use of this service to allow them time off to enjoy game drives
- ☀ Standard game drives are not suitable for children under 6 years, due to the 3 hour duration; guests wishing to take young children on a game drive may book a private vehicle at a nominal extra charge

EXTRAS AND CREDIT CARDS

- ☀ Daily tariffs exclude discretionary gratuities (see in-room folder for advice if unsure), non-scheduled boat transfers, airport transfers, laundry, premium beverages, and any other items not listed as inclusive
- ☀ All outstanding accounts must be settled on arrival. Extras may be settled at reservations on departure.
- ☀ Sibuya accepts payment by American Express, Diners Club, Master or Visa Cards

INTERNATIONAL PAYMENTS

If you choose to pay via EFT you receive the following benefits:

- ☀ Your payment will incur ZERO International SWIFT or Transfer fees
- ☀ There is zero commission
- ☀ Excellent Exchange Rates that generally are better than those offered by the banks
- ☀ Pay in your own local currency into a local bank account in your own country
- ☀ **Follow these steps to proceed for EFT:** Click on the following link and follow the simple steps:
<http://www.sibuya.co.za/en/pay-now-international>

DIETARY REQUIREMENTS

- ☀ **Sibuya's reservations office must be informed in advance of any special dietary requirements.** This is essential, as most catering is done in our main kitchen offsite



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ELECTRICITY

- ✿ The camps have limited electrical connectivity. Lighting is provided by a solar system with emergency generator backup. There is one plug point in each camp for charging cell-phone and camera batteries
- ✿ There is insufficient power for hairdryers and other electrical appliances
- ✿ For guests' convenience, each camp keeps most of the commonly used adapters

EMAIL, INTERNET AND TELEVISION

- ✿ Neither camp has Wi-Fi or a connection to the internet
- ✿ There is no television in camp. Although we prefer it that way, guests have the option of visiting a nearby pub or restaurant to watch major sporting events

FEEDBACK

- ✿ It is important to us that we offer the very best experience and service to our guests
- ✿ On returning home, you will be emailed a guest appreciation form which we earnestly request that you complete. We also appeal to guests to visit the independent feedback page www.tripadvisor.com Alternately you can post your comments and suggestions directly onto our website

INDEMNITY

- ✿ Our insurers insist that guests travelling on boats and game vehicles sign an indemnity form. This is now standard throughout the industry and we ask guests' indulgence for a few minutes on arrival to complete and sign an indemnity form

INSURANCE

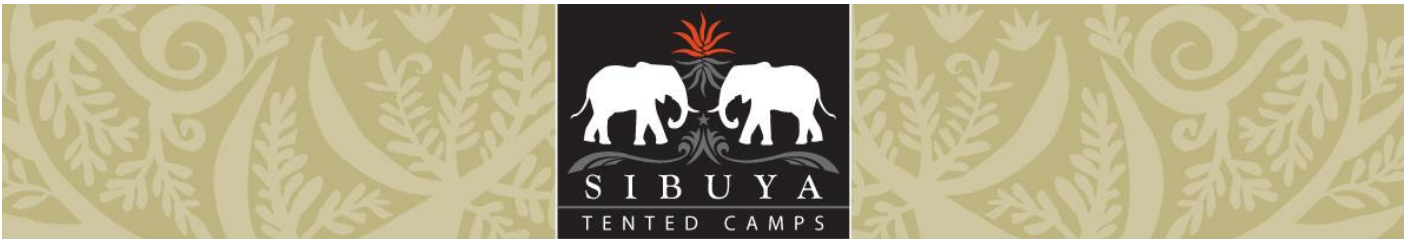
- ✿ It is the sole responsibility of guests to check that they carry the correct **comprehensive travel and medical** insurance to cover themselves for the duration of their trip
- ✿ Guests should ensure that they have full medical, emergency evacuation and repatriation cover for the full period of time that they are travelling
- ✿ Sibuya strongly recommends additional insurance to cover cancellation or curtailment of trip, and damage or loss or theft of personal luggage, money or goods. Sibuya's insurance does not cover the refund of unused bed-nights. Under no circumstances can Sibuya refund or transfer unused bed-nights caused by such incidences

MALARIA

- ✿ As the Eastern Cape is malaria-free, prophylactics are not necessary

MEDICAL CONDITIONS

- ✿ Prior to arrival, guests should notify Sibuya's reservations office of any pre-existing medical conditions. This includes any allergies, such as to bee stings
- ✿ Sibuya's reservations office should be informed in advance of any physical disabilities. This is essential as boat access may not be possible and there are limited suitable facilities including accommodation and vehicle seating



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PACKING SUGGESTIONS

- ☀ Due to the steps to the jetties and boat transfers to and from the camps, we recommend where possible, guests pack a small travel bag for the duration of their stay and leave large suitcases in their car at reception
- ☀ A rain jacket, jersey and long trousers are recommended even in summer
- ☀ A good pair of binoculars is recommended
- ☀ Sunblock is essential, preferably waterproof for swimming or water-sports
- ☀ A bathing costume for swimming in the warm Kariega River or in the nearby Indian Ocean

RHINO CONSERVATION LEVY

- ☀ In March 2016, Sibuya suffered a horrific poaching attack and three of our rhino were slaughtered and their horns removed despite the best efforts of our Anti-Poaching Unit. We cannot offer a true Big5 experience without Rhino so by necessity have to dramatically increase our protective capabilities to protect these magnificent animals. We ask all our guests to please partner with us in this effort to protect our rhino and the species as a whole

WEDDINGS AND CONFERENCES

- ☀ Sibuya offers a number of wedding and conference options. Please enquire at reception

SELF-DRIVE DIRECTIONS AND MAP

- ☀ **STANDARD BOAT DEPARTURE IS AT 12H00**
- ☀ **PLEASE CHECK IN BEFORE 11H30 UNLESS PRIOR TRANSFER ARRANGEMENTS ARE IN PLACE**
- ☀ From Port Elizabeth (journey time approx. 80 -100 minutes): follow the N2 east in the direction of Grahamstown. After approximately 50kms leave the N2 and turn onto the R72 – follow signs to Sunshine Coast, Kenton-on-Sea and Port Alfred. After a further 70kms, turn right into the village of Kenton-on-Sea
- ☀ From East London Airport (journey time approx. 100 – 120 minutes): follow the R72 west for about 120kms to Port Alfred and, 20kms further, Kenton-on-Sea. Turn left into Kenton-on-Sea
- ☀ From Grahamstown (journey time approx. 40 minutes): follow the R343 south in the direction of Kenton-on-Sea. At its intersection with the R72, the R343 becomes Kariega Road.
- ☀ At Kenton on Sea: Continue along the main entrance road, called Kariega Road, to the bottom of the hill. Turn left into the last road before the river which is Eastbourne Road. Our reception, with secure guest parking, is at 39 Eastbourne Road Kenton-on-Sea
- ☀ Other approximate travel times: Oudtshoorn 6hrs, George 5hrs, Knysna 4 1/2hrs, Plettenberg Bay 4hrs, Cape St. Francis 3hrs, Jeffery's Bay 2 1/2hrs, Cape Town, Johannesburg and Durban 10hrs
- ☀ For interactive map go to: <http://www.mapstudio.co.za/locationmap.php?loc=Kenton-on-sea>



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Reception GPS co-ordinates in Kenton-on-Sea: S 3340 698 E 026 40 623